



The
EMPLOYEE'S
MindTM



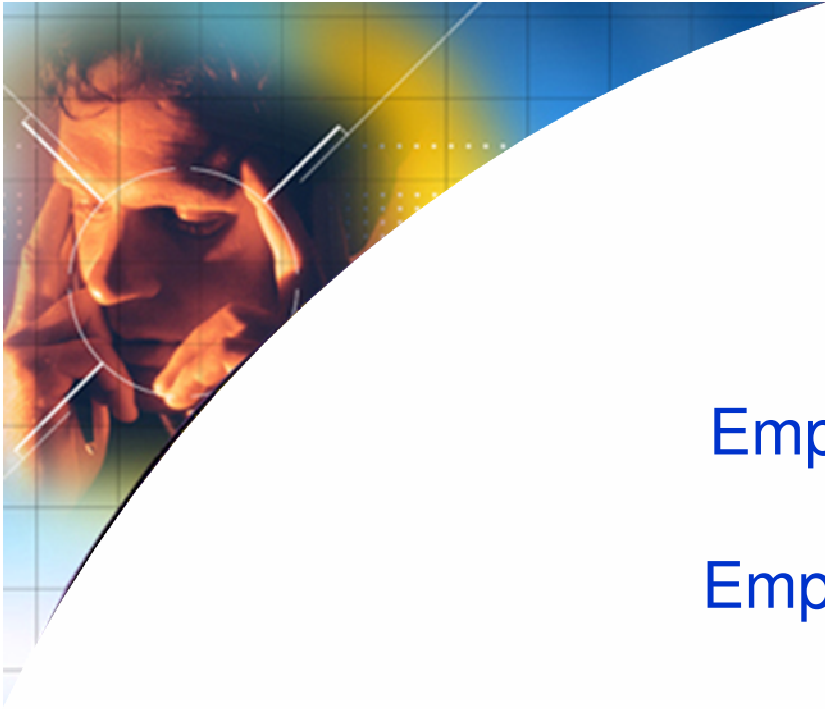
Today ... companies/service providers are looking for viable ways to differentiate themselves as an value employer to maximize talent!

Many companies claim to be exceptional yet few can actually tell you how or demonstrate why!



The
EMPLOYEE'S
Mind™

The Employee's Mind® has a unique methodology which helps you understand engagement (not just satisfaction), prioritizes any gaps and helps you properly manage your human resources.



The
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MindTM

Employee Engagement

Employee Gap Analysis

Employee Performance Optimizer

Internal Brand Assessment & Conversion

Comprehensive Internal Vendor Assessment



Solution: Employee Engagement

The Employee's MindTM Employee Satisfaction & Engagement solution addresses the issues involved with sustaining loyal and productive employees by transforming their feedback into actionable practice.

These loyal and productive employees are a company's most vital assets. Satisfied employees are not necessarily engaged employees.

This unique system captures employee perceptions of the organization's performance in conjunction with their engagement, in an efficient manner.

Solution: TCM Employee Gap Analysis

The Employee's MindTM Employee Gap Analysis program asks employees to respond from the point of view of the customer.

The employee feedback is then cross-referenced with your customers' feedback by segment so that everyone can understand the gaps in thinking.

The goal is to highlight where perceptions converge and diverge.

This helps management and the employees to truly understand the key differences between customer and employee perceptions as often *bad* performance is based on *bad* understanding.



Solution: Employee Performance Optimizer

The Employee's Mind® Employee Performance Optimizer (EPO) consists of one on one assessments comparing individual employee's perceptions with those of their manager's.

This report is used as a basis for employee-manager communications, aligning of expectations, and fine-tuning aspects of the working environment. It helps the manager and employee have positive construction dialogue around the “undiscussables”.

Imagine what would happen if each of your employees became just a little bit more engaged?

Solution: Internal Brand Assessment & Conversion

Today organizations are looking to move their employment brand from one of *entitlement* or *career* to one that is aligned with serving the customer.

The internal brand assessment helps the organization understand where the brand is at present, what its going to take to shift it towards customer deliverables and then monitor the progress

Solution: Vendor Performance Optimizer

Cost control and effective purchasing are key business strategies. Many companies struggle with effective ways of evaluating and working with their vendors to gain the best quality and the best value.

This solutions helps you gain ongoing feedback from your employees to ensure that they are getting the quality required from your vendors.

It supports effective buying techniques that lead to greater quality and lower costs.



The
EMPLOYEE'S
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High performance operations can achieve The Employee's MindTM **Seal of Excellence** certification.

This designation shows your commitment to understanding and meeting the needs of your employees!

Once you qualify, the seal can be used on all documentation as a sales and customer / employee retention tool.

